

ELECTRONIC PAYMENTS

FREQUENTLY ASKED QUESTIONS

1. Is there a fee to make an electronic payment?

There is no fee to make an EFT/ACH payment from your bank account. Credit card payments are assessed a 3.5% non-refundable processing fee. This fee is not applied to your unemployment insurance account and does not pay any balance due on your account. Instead, it is used to pay fees charged by the credit card issuers.

2. Can I authorize a payment at any time or only when I file a report?

Electronic payments can be authorized at any time by clicking “Pay” at the top of our homepage or by clicking “Pay by EFT/Credit Card” on the left side menu on our homepage. You can also make a payment when you file a report by click the Pay Now or Schedule Payment button on your report confirmation page.

3. What if I don’t want my payment to be withdrawn from my bank account today?

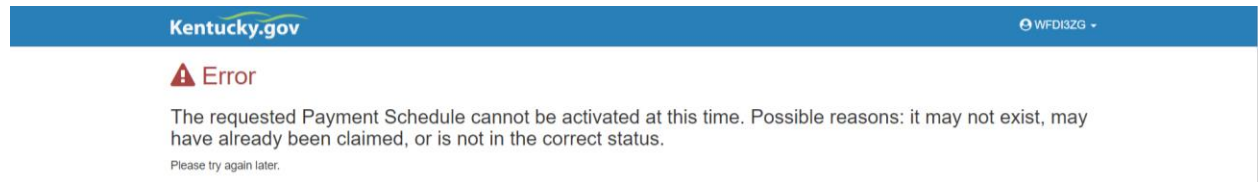
Payment dates can be set for today’s date or up to 30 days from today’s date. We will process your payment transaction on the date you choose when you are authorizing the payment. This is also the date your payment will be applied to your unemployment insurance reserve account. If you choose a payment date that is after the actual due date of a report, you will be charged late payment interest.

4. How do I schedule a payment for a future date?

When authorizing your payment, you will be asked for the payment date. Using the calendar beside this field, you can choose the date of your payment. If you choose today’s date, you will continue on our website to finalize your payment. If you choose a future date, you will be directed to our payment processor’s website (Kentucky.gov). This is a secure, third-party website. You will be required to login to the site in order to finalize your payment. If you do not have an account for the site or it is your first time to the site, you will have to register an account by clicking “Sign Up” under the login button. Your login to this site is separate from the unemployment insurance website. You cannot schedule a payment for a future date without logging in to the Kentucky.gov website.

5. Why did I get an email with the subject “Activate Your OUI Payment Payment Schedule”?

When you choose a future date for your payment, Kentucky.gov automatically sends you an email reminding you to go to its site to activate your payment. Simply putting in the payment date on our website does not finalize your payment. Depending on your email server's processing time, you may receive this email before you've had a chance to get to the Kentucky.gov website, while you're actually on the site activating your payment, or even a minute or two after you've finished activating your payment. If you click on the link in the email, it will direct you to the Kentucky.gov site to finish your payment transaction. If you've already finished your payment transaction before you click the link, you will get an error message:



This means you've already activated your payment and cannot do so again.

6. Will I get a confirmation number for my payment?

If you choose to make a same day payment, you will receive a confirmation number for your payment. Keep this number as your proof of payment. If you choose a future date for your payment, you will receive an email when your payment is processed. If the payment was successful, the subject will be "Scheduled Payment Successful." The email will contain a link to view your receipt. If the payment was not successful, the email subject will be "Scheduled Payment Failed." This email will contain information about why the payment failed.

7. Can I cancel a payment I have scheduled?

Yes, you can cancel a payment you have scheduled prior to the date it is scheduled. Click on <https://secure.kentucky.gov/PaymentServices.Hosted/v2/Schedule/Payor/> to login to your Kentucky.gov account and view your payment schedule. You can click on "View Details" of any unprocessed payment to view the details of the payment and cancel the payment if you choose.

Same day payments cannot be canceled.

8. I am a TPA. Do I need a separate Kentucky.gov account for each of my clients?

An email address may be used to establish only one Kentucky.gov account. If you wish to register more than one account, you will have to use different email addresses. However, on the Kentucky.gov website, you can add multiple bank accounts and/or credit cards as payment methods for your account, each one with its own description/nickname. So you can establish an

account for yourself as the TPA and when making a payment, choose the specific payment method and account you wish to use for the specific payment you're making—from your own Kentucky.gov account.

9. Where do I view payments I have already scheduled?

Click on <https://secure.kentucky.gov/PaymentServices.Hosted/v2/Schedule/Payor/> to login in to the Kentucky.gov website to view your payment schedules.

10. What if my scheduled payment failed?

If your scheduled payment failed, you will have go to our website at <https://kewes.ky.gov> click on "Pay" at the top of the page to authorize another payment. If it is the due date of the quarter, you will have to authorize a same day payment to avoid late payment interest. Electronic payments can be initiated only from our website. They cannot be initiated from the Kentucky.gov website.

11. Do I have to make an electronic payment?

While report filing is required through our website, payments are not. We encourage you to take advantage of the quick, secure electronic payment methods we offer, but paper checks are still accepted. Paper checks should be accompanied by a payment coupon and include the employer's account number (KEIN) on the check. Mail the payment to:

Office of Unemployment Insurance, PO Box 2003, Frankfort, KY 40602-2003

Do not include a copy of your report with your payment. Do not write anything on the payment coupon except the amount of the payment.

12. I don't want to log in to another website. Can I still make an electronic payment?

Yes, same day electronic payments do not require registering and logging into the Kentucky.gov website. However, future payments can be scheduled only by accessing the third-party website.